
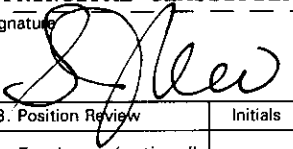


POSITION DESCRIPTION <i>(Please Read Instructions on the Back)</i>										1. Agency Position No.	
2. Reason for Submission <input type="checkbox"/> Redescription <input checked="" type="checkbox"/> Reestablishment Explanation <i>(Show any positions replaced)</i> NAF PD 42		3. Service <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> New <input type="checkbox"/> Other		4. Employing Office Location		5. Duty Station		6. OPM Certification No.			
7. Fair Labor Standards Act <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt				8. Financial Statements Required <input type="checkbox"/> Executive Personnel Financial Disclosure <input type="checkbox"/> Employment and Financial Interest				9. Subject to IA Action <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
10. Position Status <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Excepted <i>(Specify in Remarks)</i> <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)				11. Position Is <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither		12. Sensitivity <input checked="" type="checkbox"/> 1--Non-Sensitive <input type="checkbox"/> 2--Noncritical Sensitive <input type="checkbox"/> 3--Critical <input type="checkbox"/> 4--Special Sensitive		13. Competitive Level Code			
15. Classified/Graded by		Official Title of Position				Pay Plan		Occupational Code		Grade	
a. Office of Personnel Management										Initials	
b. Department, Agency or Establishment		Regional Resource and Referral Dir				NF		0301		04	
c. Second Level Review										SN	
d. First Level Review										10/9/08	
e. Recommended by Supervisor or Initiating Office		Regional Resource and Referral Dir				NF		0301		04	
16. Organizational Title of Position <i>(if different from official title)</i> Regional Resource and Referral Director						17. Name of Employee <i>(if vacant, specify)</i>					
18. Department, Agency, or Establishment DEPARTMENT OF THE NAVY						c. Third Subdivision					
a. First Subdivision COMMANDER NAVY INSTALLATIONS COMMAND						d. Fourth Subdivision					
b. Second Subdivision						e. Fifth Subdivision					
19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.						Signature of Employee <i>(optional)</i>					
20. Supervisory Certification. <i>I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that</i>						<i>this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.</i>					
a. Typed Name and Title of Immediate Supervisor						b. Typed Name and Title of Higher-Level Supervisor or Manager <i>(optional)</i> G. YOUNG CNIC CYP					
Signature _____ Date _____						Signature  Date 10/9/08					
21. Classification/Job Grading Certification. <i>I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.</i>						22. Position Classification Standards Used in Classifying/Grading Position					
Typed Name and Title of Official Taking Action S. J. NEW PRINCIPAL CLASSIFIER						Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.					
Signature  Date 10/9/08											
23. Position Review		Initials		Date		Initials		Date		Initials	
a. Employee <i>(optional)</i>											
b. Supervisor											
c. Classifier											
24. Remarks IMMEDIATE SUPERVISOR WILL SIGN IN BLOCK 20a TO VERIFY ACCURACY WHEN PD IS USED											
25. Description of Major Duties and Responsibilities <i>(See Attached)</i>											

Regional Resource and Referral Director **NF-0301-04**

Introduction

The purpose of the Regional Resource and Referral (R&R) Director position is to operate the Child and Youth Program (CYP) Resource and Referral (R&R) Program, which is a service provided to the military community to assist each family in identifying child care needs, child care options and child and youth related resources. The R&R collects, maintains and reports data and statistics on child care requested, child care available, and problems encountered by parents in locating child care. This information is used by the Department of Navy (DoN) to determine child care requirements, funding, and services to be provided.

Incumbent is responsible for planning, developing, organizing, implementing and assessing the effectiveness of all aspects of the CYP R&R Program. Incumbent ensures the program facilitates the identification of child care services, evaluation of patron requirements, parent education and assistance, and subsequent acquisition of care consistent with patron needs. Requests for services range from providing basic written materials on child care to enrolling children in child care programs to locating respite care and/or emergency services.

Major Duties and Responsibilities

The Regional R&R Director is responsible for the oversight and operation of the CYP R&R Program to include implementation of resource and referral services, wait list management, development and dissemination of community child care and parent educational resources, marketing, communication, personnel management, and compliance, among other tasks. These tasks are summarized below.

Resource and Referral Services

- Serves as the primary point of contact for parents and guardians for information about military and civilian child care services in the region.
- Ensures that information about child care options is available to military and Department of Defense (DoD) personnel assigned to all military installations in the region.
- Responds to child care inquiries received by phone, email or in person from military families stationed throughout the region and those being assigned to the region in the near future. Meets personally with eligible family members to assist in locating child care services.
- Responsible for conducting assessments of family needs (e.g. work schedules, upcoming deployments, geographical location, specialized care needed), identifying resources that will satisfy those needs, and providing ongoing consultation and education to patrons regarding care on and off base, assistance in enrollment, and financial subsidies.
- Develops, implements and updates operating instructions and procedures on (1) conducting and tracking parent consultations, (2) maintaining and updating resource materials, files and records, (3) networking within the community to maximize availability of resources for military personnel, (4) providing direct referral assistance to parents in the form of written materials, (5) providing information on space available in Child Development Centers (CDCs), Child Development Homes (CDHs) and School-Age Care (SAC) programs, (6)

maintaining contact with parents until satisfactory care has been found and secured, (7) receiving, handling and following up on complaints and grievances, (8) promoting the CYP R&R Program throughout the regional military community to maintain awareness of the services, (9) maintaining an administrative system for the CYP R&R Program that enables provision of services and assessment of program effectiveness.

- Coordinates the Special Needs Review Board and ensures placement of children with special needs.

Wait List Management

- Manages and supervises the execution of a consolidated waiting list program for the Regional CYP to include all CDCs, CDHs and SAC programs.
- Oversees the daily delivery of services for the centralized waiting list, and makes decisions on the execution of policy and the development and implementation of procedures. Policies and procedures may include making personal contact with CYP Directors regarding availability of space, coordinating enrollment throughout the CYP to ensure that assignment of each child is done in a manner that maximizes availability and utilization of services, ensuring proper registration of children on the waiting list, regularly updating waiting list information, and ensuring expeditious notification to families of vacancies in the CYP.
- Develops and maintains computerized database of all waiting list information, center based and school age services, CDH providers, and CYP R&R Program utilization.
- Prepares reports on supply, demand, patron needs, utilization, and effectiveness of services in accordance with CYP policies and to facilitate analysis of future child care supply, demand and requirements.
- Ensures that accurate database information and written records are maintained on each family served, including information on sponsor's rank, duty station, family status, number and age of children, type of care needed, all contacts made, action taken and necessary follow-up.

Community Child Care Resources

- Establishes, maintains and updates a comprehensive resource file of existing state licensed child care programs, including military and civilian center based care and home care providers available throughout the regional area, and a wide variety of alternate child care services such as a parent co-ops, nanny services, day camps, and local government programs.
- Responsible for making initial contact with each individual program; obtaining specialized program profile of hours, ages, and services; managing a database; documenting references; and verifying/updating information on an on-going basis.
- Locates and acquires resource information and materials from national, state and local agencies to obtain and maintain significant information for development, updating and ongoing expansion of these files.
- Responsible for ensuring the accuracy of information from local, state, and national sources and that the information is dispensed in accordance with program policies and procedures.

Parent Educational Resources

- Establishes, maintains, and updates a comprehensive library of information and materials on child care related issues for distribution to parents. This library may include information on topics such as financial assistance for child care related services, available military services

for families with young children, support groups and counseling programs, single parent services, and programs for children with special needs.

- Incumbent must be knowledgeable on a wide variety of topics and be able to locate, obtain, present and/or coordinate the dissemination of child-related information.

Marketing

- Responsible for the development of all publicity materials used to implement and market regional CYPs and to enhance the delivery of the CYP R&R service, to include flyers, brochures, forms, handouts, letters, articles, and instructions.
- Responsible for the development and implementation of marketing strategies and services to increase public awareness throughout the region.

Communication

- Attends and presents at meetings, seminars, and trainings to promote the services offered by the CYP and to provide status reports and information as requested by command officials.
- Plays an active role in professional organizations and committees that influence the quality of child care available within the military community, such as the National Association of Child Care Resource and Referral Agencies (NACCRRA), local child care resource and referral agencies, and local colleges and universities.
- Serves as the regional liaison with civilian and military community organizations regarding the delivery of CYP services.
- Works closely with other agencies and with military and civilian communities to facilitate the location of child care services under a variety of circumstances, including respite care, care for children identified as “at-risk”, children with special needs, and a variety of services in response to emergency situations.

Personnel Management

- May supervise up to three CYP Operations Clerks assigned to the R&R program.
- Provides for adequate staffing, effective training and supervision of subordinate employees. Evaluates daily workload and delegates tasks in a manner that ensures that all requests for services are responded to appropriately, accurately and in a manner consistent with the policies and procedures of the CYP R&R program.
- Ensures proper and timely initiation and implementation of personnel actions and assures quality related to selection, assignments, training, promotions, disciplinary actions, and recognition of employees.
- Supports and carries out all established EEO objectives and policies in matters of personnel management and supervision and communicates support of these policies to subordinates.

Compliance

- Ensures compliance to all fire, safety and security rules and regulations.
- Ensures compliance with law, policies, and regulations applicable to DoD CY programs.

Additional Responsibilities

- Completes all DoN training requirements.
- Serves as a mandatory reporter to Family Advocacy and Child Protective Services as prescribed by local policy in the case of suspected incidences of child abuse and neglect.

- Performs other duties as assigned.

Classification Factors

Factor 1. Knowledge, Skills and Abilities Required by the Position

- An incumbent must have one of the following. A minimum of a four-year degree is preferred.
 - A 2-year degree in Business Management with an emphasis in marketing, Psychology, Social Work, Recreation, Physical Education, Elementary Education, Secondary Education, Early Childhood Education, Youth Development, Child Development, or Home Economics with an emphasis in Human Development or a related field AND a minimum of 3 years of experience working with programs involving child or youth development or family dynamics involving analysis of information provided by parents, counsel to parents on child care programs, and assistance to patrons on selection of child care services.
 - OR
 - A four-year degree in the fields of study listed above AND 1 year experience working with programs involving child or youth development, or family dynamics involving analysis of information provided by parents, counsel to parents on child care programs, and assistance to patrons on selection of child care services.
 - OR
 - A minimum of five years experience working with programs involving child or youth development or family dynamics involving analysis of information provided by parents, counsel to parents on child care programs, and assistance to patrons on selection of child care services.
- Extensive knowledge of child care resources and general public resources for children.
- Knowledge of DoN CYP regulations, procedures and standards necessary for the operation of quality programs and services.
- Ability to communicate effectively both orally and in writing in English and possess strong interpersonal communication skills.
- Ability to maintain a computerized database. Working knowledge of computer keyboard and Child and Youth Management System (CYMS) or equivalent database system.
- Ability to develop, maintain and present accurate reports, records, instructions and documents.
- Ability to establish rapport with parents, staff, child care providers, military personnel, and general public.
- Ability to assess needs of patrons and military community and generate solutions to address those needs.
- Possesses analytical skills to evaluate data to measure effective delivery of services.
- Experience working with military families and an understanding of military lifestyles is preferred.
- Skills in public relations or marketing to promote programs and build a steady customer base.
- Possess a driver's license.
- Ability to favorably pass a pre-employment physical, provide evidence of immunization and be free from communicable disease.

- Ability to satisfactorily complete all background checks IAW PL 101-647 to include National Agency Check with Written Inquiries (NACI).

Factor 2. Supervisory Controls

The incumbent works under the general supervision of the Regional CYP Manager who will provide general guidance concerning the overall requirements of the program and is available to assist with problems of an unusual nature or which require major policy decisions. Must be able to work independently and to rely on own experience, initiative, and creativity to plan and carry out tasks. Supervisor is kept informed of major activities and significant problems that arise. Completed work is evaluated for technical soundness, appropriateness, and conformity to program objectives.

Factor 3. Guidelines

Guidelines for this position include established DoD and DoN regulations, policies, procedures, and operating instructions that apply to the CYP. The incumbent may be called upon to assist in developing expanded CYP R&R guidelines. The incumbent uses judgment and professional expertise in interpreting, selecting, modifying and adapting guidelines for the program. Incumbent develops and updates local operating procedures, plans, and forms to be responsive to changing program and community needs.

Factor 4. Complexity

Functions of this position are varied and complex. Work includes numerous different and unrelated processes, methods and procedures. Tasks involve independent operation, as well as interaction with program personnel and external resources. Responsibilities and assignments cover a range of sensitive issues and procedures concerning a major specialized area of child care, numerous and widely varied activities involved in the development of program and resource databases, and the delivery of information to patrons. The position requires a practical knowledge of human relations to effectively deal with patrons and managers in a variety of circumstances. Incumbent must assess the needs of the community and generate solutions to address those needs.

Factor 5. Scope and Effect

Child and youth programs, particularly the R&R program, are an integral part of the quality of life program within the DoN community. Incumbent assists military and DoD personnel in the identification and maintenance of critical services, which contribute to the successful functioning of the family and directly impacts readiness and morale of military personnel. The effectiveness with which the incumbent is able to understand, relate, and resolve child related issues has a direct impact on the daily operation of the CYP. The success of these programs contributes to the emotional well being and morale of military and civilian personnel.

Factor 6. Personal Contacts

The nature of the position provides exposure to employees of all ranks and ages and includes contacts with national, state, and local community agencies and organizations, co-workers, parents, children, commanders, Morale Welfare Recreation (MWR) personnel, military and civilian officials, and higher headquarters personnel.

Factor 7. Purpose of Contacts

Contacts are essential to facilitate the successful operation of the program. Purpose of the contacts is to plan, coordinate, and advise on work efforts and /or resolve operating problems. Incumbent clarifies problems, resolves questions, and provides training and advice. Incumbent must be able to effectively present the programs and address the needs of patrons to ensure the continued successful operation of services.

Factor 8. Physical Demands

Duties involve a normal amount of sitting, standing and walking. Incumbent is required to travel in the region to CYP sites, command offices, other installation sites, on-board ships in ports, and a variety of community locations to provide information and training to DoN personnel. Some travel may be required to higher headquarters outside the region. Incumbent must have the physical ability to manage access to varying work locations (e.g., shipboard or hangar bays) to provide information to DoN personnel.

Factor 9. Work Environment

The work environment involves everyday risks, which require normal safety precautions typical of such places as offices, residences or commercial buildings. The work area is usually adequately lighted, temperature controlled, and ventilated. Duties require travel within the area and occasional travel outside the area.